

Committee for Transit Accessibility

Tuesday, November 10, 2009

1:00 PM

VTA Auditorium
3331 North First Street
San Jose, CA

AGENDA

PLEASE NOTE CHANGE IN MEETING DATE

CALL TO ORDER

1. **ROLL CALL**
2. **INTRODUCTION OF AUDIENCE MEMBERS**
3. **PUBLIC PRESENTATIONS:**

This portion of the agenda is reserved for persons desiring to address the Committee on any matter not on the agenda, within the Committee's jurisdiction. Speakers are **limited to 2 minutes**. The law does not permit Committee action or extended discussion on any item not on the agenda except under special circumstances. If Committee action is requested, the matter can be placed on a subsequent agenda. All statements that require a response will be referred to staff for reply in writing.

4. Approve the Minutes of September 9, 2009.
5. Receive and File the Summary Minutes of October 7, 2009.
6. INFORMATION ITEM - Receive the Chief Operating Officer's monthly report.
7. Receive the Board of Directors Report. (Verbal Report)

BUSINESS REFERRED TO COMMITTEE BY THE BOARD OF DIRECTORS/GENERAL MANAGER

8. INFORMATION ITEM - Receive an update on the Bus Stop Improvement Program.
9. INFORMATION ITEM - Receive information on the Light Rail System Analysis.
10. ACTION ITEM - Appoint a Nominating Committee for CTA Chairperson, First Vice Chairperson, and Second Vice Chairperson.
11. INFORMATION ITEM - Receive Work Plan Update

REPORTS

12. Receive the City of San Jose Disability Advisory Commission (DAC) Report. (Verbal Report)
13. Receive the Committee Staff Report. (Verbal Report)
14. Receive the Chairperson's Report. (Verbal Report)

OTHER

15. ANNOUNCEMENTS

16. ADJOURN

In compliance with the Americans with Disabilities Act (ADA), those requiring accommodations or accessible media for this meeting should notify the Board Secretary's Office 48 hours prior to the meeting at (408) 321-5680 or e-mail: board.secretary@vta.org, TDD (408) 321-2330. VTA's Homepage is located on the Web at: <http://www.vta.org/>.

All reports for items on the open meeting agenda are available for review in the Board Secretary's Office, 3331 North First Street, San Jose, California, (408) 321-5680, the Monday, Tuesday, and Wednesday prior to the meeting. This information is available on VTA's website at <http://www.vta.org> and also at the meeting.



Committee for Transit Accessibility

Wednesday, September 9, 2009

MINUTES

NOTE: MEMBERS MAY TAKE ACTION ON ANY ITEM ON THIS AGENDA.

CALL TO ORDER

The Regular Meeting of the Committee for Transit Accessibility (CTA) was called to order at 1:02 p.m. by Chairperson Morrow in Building A, Auditorium, Valley Transportation Authority (VTA), 3331 North First Street, San Jose, California.

1. ROLL CALL

Attendee Name	Title	Status
Lori Arnberg	Member	Absent
Emma Eljas	Member	Present
Christina Fernandez	Staff Aide to Ex-Officio Board Liaison Reed	Present
Linda Gallo	Member	Present
Sandra Gouveia	Second Vice Chairperson	Present
David Grant	Member	Present
Katie Heatley	Ex-Officio Member	Present
Troy Hernandez	Member	Present
Marjorie Jensen	Member	Present
David Julian	First Vice Chairperson	Absent
Connie Langford	Member	Present
Martin Lasich	Member	Absent
Laura Michels	Member	Present
Mike Montague	Member	Absent
Aaron Morrow	Chairperson	Present
Shawna Nourzaie	Member	Absent
Larry Saltman	Member	Present
Dilip Shah	Member	Present
Thomas Slack	Member	Present
Barbara Stahl	Member	Present
William Zhu	Member	Present

2. INTRODUCTION OF AUDIENCE MEMBERS

David Ledwitz, Management Analyst; Steve Johnstone, Senior Management Analyst; Dan Smith, Chief Operating Officer; Ann Carey, Executive Assistant to the General Manager; Ali Hudda, Deputy Director of Accounting; David Sausjord, Revenue Services Manager; and Walter Schinkle, South County Advocate.

3. PUBLIC PRESENTATIONS

Walter Schinkle, Interested Citizen, expressed concern and inquired on the status of his application to the Committee for Transit Accessibility (CTA).

Chairperson Morrow referenced the CTA vacancies and queried about the delay to fill the open seats on the Committee. Jim Unites, Operations Deputy Director and Staff Liaison, responded during the Advisory Committee Enhancement (ACE) process the appointments to VTA's Advisory Committee vacancies was temporarily placed on hold.

Mr. Unites added the Board of Directors determine the appointments to VTA's Advisory Committees.

David Grant, Interested Citizen, referenced the following two emails forwarded to the CTA Committee Members as information: Pass-Up Complaints from Persons with Disabilities and Low Floor Bus Deployment Information and requested the items be agendized for the October 7, 2009 CTA Meeting for further discussion.

Marjorie Jensen, Interested Citizen, expressed her support for Walter Schinkle to be appointed to serve on the Committee for Transit Accessibility (CTA) representing the South County.

4. Summary Minutes of August 12, 2009

On order of Chairperson Morrow and there being no objection, the Committee received and filed the Summary Minutes of August 12, 2009.

5. Chief Operating Officer's Report

Dan Smith, Chief Operating Officer, indicated the Chief Operating Officer's Report was contained in the CTA Agenda packet. Mr. Smith reported the decline in ridership for the Highway 17 Express, Monterey – San Jose Express, and Altamont Commuter Express (ACE) Shuttle, noting ridership continues to be significantly lower when compared to last year.

Mr. Smith stated VTA has added new stops to Express Line 181 on Stevenson Boulevard near Fremont Boulevard as a result of customer requests.

Mr. Smith announced CTA Members are invited to attend a demonstration of the installation of Between Car Barriers (BCB) System Event at VTA's Almaden Light Rail Station scheduled on Tuesday, September 15, 2009 at 10:00 a.m.

The BCB system has been implemented by the Los Angeles County Metropolitan Transit Authority (MTA) and San Francisco MUNI is implementing a similar system on station platforms in the subway portion of their light rail system.

The BCB system is designed to prevent patrons from falling off station platforms into the open space between light rail cars and consists of a set of 16 - 36" high bollards spaced 9 inches apart. The bollards are installed over a base plate on top of existing station platform tactile warning bands at each car gap.

VTA will install a BCB platform fall deterrent test system upon a select number of its light rail station platforms, which stems from recent passenger accidents at other transit agencies involving visually impaired patrons being injured when they stepped off station platforms into the area between coupled light rail cars.

On order of Chairperson Morrow and there being no objection, the Committee received the Chief Operating Officer's Report.

NOTE: M/S/C MEANS MOTION SECONDED AND CARRIED AND, UNLESS OTHERWISE INDICATED, THE MOTION PASSED UNANIMOUSLY.

6. Board of Directors Report

There was no Board of Directors Report.

Member Grant expressed concern that VTA pays both the employee and employer pension contribution. Member Grant noted the importance to forward the pension contribution information to the Board of Directors for review and consideration.

BUSINESS REFERRED TO COMMITTEE BY THE BOARD OF DIRECTORS/GENERAL MANAGER

7. Senior and Persons with Disabilities Ridership

Jim Unites, Operations Deputy Director and Staff Liaison, provided a brief overview of the presentation entitled, "Seniors and Persons with Disabilities Ridership," highlighting: 1) Lift and Ramp Use Overall, 2) Lift and Ramp Use by Bus Line, 3) Lift and Ramp Boardings per Passenger, 4) Average Weekday Ridership by Bus Line, 5) Fare Revenue by Payment Type, 6) Regional Transit Discount Card Program, 7) OUTREACH Paratransit Photo ID Card, and 8) 2005 – 2006 On-Board Survey.

Mr. Unites reported in the fourth quarter of Fiscal Year (FY) 2009, VTA recorded 8.35 million passenger bus boardings, where 32,019 of the trips were assisted with lifts or ramps. Mr. Unites noted VTA's main core routes serving medical facilities, schools, and businesses utilize the lifts or ramps the most often, such as Lines 22, 25, and 23.

The use of lifts and ramps ranged between 5 and 45 boardings per weekday and boarding assistance was provided between every 96 and 350 boardings depending on the average number of passengers carried per weekday for each route.

VTA has 73 bus routes within the transit system, noting VTA's top ten core routes carry 60 percent of riders and the top twenty core routes carry 80 percent of VTA's riders. VTA's busiest route is Line 22 with an average weekday ridership of 15,744 passengers and Line 522 carry 20 percent of VTA's combined daily ridership.

VTA collected \$36 million in fare revenue during FY 2009, where the fares are categorized by Adult, Youth, Senior/Disabled, Eco Pass/SJSU, and other. VTA's Adult Fares are approximately 60.5 percent of fare revenues collected with Youth Fares accounting at 16.9 percent, and Senior and Disabled Fares are 8.6 percent.

VTA has approximately 20,027 customers who utilize the Regional Transit Discount Card (RTC), noting 11,628 card holders obtained their cards because they have a qualifying disability, while the remaining 8,579 card holders are seniors 65 years old or older.

OUTREACH Paratransit Photo ID Cards are valid as a free pass on VTA's core, local, community, feeder, and express bus and light rail services. VTA encourages paratransit customers to utilize fixed route services whenever possible.

Mr. Unites commented on the 2005 - 2006 On-Board Passenger Survey, a comprehensive passenger survey of VTA's fixed route services, which obtained information about customer origin/destination travel patterns, access and egress modes, service evaluation, fare payment methods, and demographics. VTA received a total of 13,718 surveys with

an overall response rate of 29 percent. Approximately 1,218 or 8.9 percent surveyed characterized themselves as senior or disabled passengers.

The highest levels of discounted fares for seniors were on Line 26 Eastridge Transit Center to Sunnyvale-Lockheed Martin Transit Center and Line 62 Good Samaritan Hospital to Sierra and Piedmont.

The highest levels of discounted fares for individuals with disabilities were Line 23 Alum Rock Transit Center to De Anza College via Stevens Creek; Line 62 Good Samaritan Hospital to Sierra and Piedmont; Line 68 Gilroy Transit Center to San Jose Diridon Transit Center; and Line 81 San Jose State University to Cupertino Square.

Member Grant expressed his appreciation for the detailed presentation and queried how the lift and ramp information was compiled and tracked. Mr. Unites responded the information is not automatically collected it is determined when the operator calls in the information.

Member Grant queried about the ECO Pass and distribution of the stickers. Mr. Unites responded that approximately 140,000 are produced, noting many companies do not actually pickup their program sticker passes.

Chairperson Morrow spoke on behalf of Member Saltman and read into record the following statement: "To VTA Staff: Thank you for Agenda Item #7 on Senior and Persons with Disabilities Ridership Information. As an individual on CTA, I would like to request follow-up information please: 1) Can VTA follow-up with an analysis on how the proposed service reductions for January 2010 will impact Senior and Disabled ridership trends as presented? 2) More comprehensively, can VTA staff please follow-up with an analysis as to how the proposed fixed route service reductions will have an impact on the seniors and disabled riders system wide? In particular, can VTA staff provide an analysis on the impact of proposed service cuts, such as weekend reductions or service elimination, for Line 13 (Almaden), Line 45 (East San Jose), Line 46 (Milpitas), and Line 34 (Mountain View). It would be helpful to get this requested information to CTA before the VTA Board votes next month on the service plan reduction."

Mr. Unites responded staff will provide the requested information to the CTA Committee.

Member Eljas queried if operators with seniority select the easiest or busiest routes. Mr. Unites responded it depends on the operator, the routes, and other factors, but added VTA has many operators with seniority that request to work on Line 22.

Member Slack expressed concern and queried about the procedures regarding complaints of operators passing up passengers. Mr. Unites responded the reports come from Customer Service Customer Care then the driver is placed in a progressive discipline process where management works to address the situation.

Member Slack stated passing up passengers is totally unacceptable and should not be tolerated.

Chairperson Morrow expressed concern and stressed the importance for staff to look into the issue to determine if the operators are passing up seniors and/or disabled individuals due to short headways or not wanting to utilize the lifts and ramps.

Chairperson Morrow stressed the importance to identify the issues to ensure potential concerns are fully addressed.

Member Eljas noted the importance to share this informational report with VTA's Advisory Committees and requested it be presented as part of the Chairperson's Report.

Upon query from the Committee, Mr. Unites stressed the importance for customers to report incidents and provide relevant information to VTA's Customer Service to ensure the issue and concern is tracked and addressed.

Member Grant requested additional information regarding the recording of the lift and ramp utilization. Mr. Unites responded staff will provide the requested information to the Committee.

Member Shah suggested staff consider developing a special pass for seniors between the ages of 58 to 65 to receive a discount fare price.

On order of Chairperson Morrow and there being no objection, the Committee received the Senior and Persons with Disabilities Ridership.

8. Advanced Farebox System Update

David Sausjord, Revenue Services Manager, reported VTA's bus fareboxes are 20 years old and need to be replaced. VTA released a Request for Proposal (RFP) for the Advanced Farebox System (AFS) on July 14, 2009. Mr. Sausjord stated the vendor proposal bids are due on September 9, 2009, which will be evaluated utilizing a competitive negotiation process.

Mr. Sausjord stated the CTA Committee is invited to participate in the vendor demonstration of the equipment, which is tentatively scheduled the week of October 5, 2009. The final selection will be presented at the December 17, 2009 Transit Planning and Operations (TP&O) Committee then forwarded for consideration at the January 7, 2010 Board of Directors Regular Meeting.

Mr. Sausjord noted there are approximately three or four manufacturers offering fareboxes in the United States. The manufacturers offer the same features in fairly similar packages; however, the fareboxes will be Americans Disability Act (ADA) compliant.

A significant difference from VTA's existing fareboxes will be the ability to read or validate coins and currency, to accept electronic fare media, a marginally smaller footprint to provide greater access within the vehicles, and greatly improved data capture and reporting capabilities.

Member Grant queried if other transit agencies fareboxes are this old and if so, are they updating their equipment. Mr. Sausjord responded "yes."

Member Grant queried if VTA would have to pay for the upgrades if the equipment uses proprietary software. Member Grant queried if the vendors equipment would have security precautions to deal with fraud. Mr. Sausjord responded all those issues and concerns are outlined in VTA's RFP and will be the focus in the evaluation of the vendor's proposal bid.

Member Slack requested staff send a formal invitation to the CTA to participate in the vendor demonstration to ensure the Committee has the opportunity to provide input.

On order of Chairperson Morrow and there being no objection, the Committee received the Advanced Farebox System Update.

9. Committee Work Plan

Chairperson Morrow noted the following three topics added to the CTA Workplan for inclusion on the October 7, 2009 CTA Meeting Agenda: 1) Elevator and Escalator Retrofit Information, 2) Advisory Committee Enhancement Status Report, and 3) Bus Stop Improvement Program.

Chairperson Morrow noted the request to add the following two topics to the CTA Workplan for inclusion on the October 7, 2009 CTA Meeting Agenda for discussion: Pass-Up Complaints from Persons with Disabilities.

On order of Chairperson Morrow and there being no objection, the Committee Work Plan was reviewed.

REPORTS

10. City of San Jose Disability Advisory Commission (DAC) Report

Chairperson Morrow announced the September 14, 2009 DAC Special Meeting 5th Annual Round Table with the San Jose City Council Joint Meeting regarding the Strategic Plan for Services for People with Disabilities.

Chairperson Morrow announced the City of Sunnyvale is conducting a conference schedule in November 2009 to change job development for individuals with disabilities.

11. Committee Staff Report

Jim Unites, Operations Deputy Director and Staff Liaison, reported the OUTREACH Paratransit Service and VTA fare changes will be effective October 1, 2009, noting staff mailed letters to all paratransit clients to inform them of changes to paratransit fares and service.

Mr. Unites stated information regarding VTA's fare changes is available on VTA's website and posted in bus and light rail vehicles.

Mr. Unites noted VTA's Service Reduction Plan will be presented at the September 17, 2009 Transit Planning and Operations (TP&O) Committee Meeting then forwarded for consideration to the October 1, 2009 Board of Directors Regular Meeting.

12. Chairperson's Report

Chairperson Morrow provided a report regarding the meeting he had with Michael T. Burns, General Manager, on August 17, 2009, highlighting the following: 1) Advisory Committee Enhancement (ACE) Process Structure and 2) CTA Committee plan to focus on key areas of accessibility and fare changes.

Chairperson Morrow expressed his support for having the opportunity and ability to meet with VTA's other Advisory Committees.

OTHER

13. Announcements

There were no Announcements.

14. ADJOURNMENT

On order of Chairperson Morrow and there being no objection, the meeting was adjourned at 2:15 p.m.

Respectfully submitted,

Michelle M. Garza, Board Assistant
VTA Office of the Board Secretary

Committee for Transit Accessibility

Wednesday, October 7, 2009
 Building A, Auditorium
 Valley Transportation Authority (VTA)
 3331 North First Street
 San Jose, California

SUMMARY MINUTES

CALLED TO ORDER at 1:05 pm

1. ROLL CALL

Attendee Name	Title	Status
Lori Arnberg	Member	Absent
Emma Eljas	Member	Absent
Christina Fernandez	Staff Aide to Ex-Officio Board Liaison Reed	Present
Linda Gallo	Member	Absent
Sandra Gouveia	Second Vice Chairperson	Absent
David Grant	Member	Present
Katie Heatley	Ex-Officio Member	Present
Troy Hernandez	Member	Present
Marjorie Jensen	Member	Present
Connie Langford	Member	Present
Martin Lasich	Member	Present
Laura Michels	Member	Present
Mike Montague	Member	Absent
Aaron Morrow	Chairperson	Present
Shawna Nourzaie	Member	Absent
Larry Saltman	Member	Present
Dilip Shah	Member	Absent
Thomas Slack	Member	Absent
Barbara Stahl	Member	Present
William Zhu	Member	Absent

A quorum was not present and a Committee of the Whole was declared.

2. INTRODUCTION OF AUDIENCE MEMBERS

The Committee of the Whole received introductions from the audience including: Mark Romoser, Silicon Valley Independent Living Center; Joonie Tolosa, Manager Operations Analysis, Reporting and Systems; Andrew Ittigson, Consultant; Jason Tyree, Transportation Planner; Scott Haywood, Policy and Community Relations Manager;

Ehsan Ilyas, Transportation Engineering Manager; Sandra Weymouth, Policy and Administration Manager; Patrick Griffin, Customer Service Supervisor; Dan Smith, Chief Operating Officer; Dino Guevarra, Sales and Promotion Supervisor; Ann Carey, Executive Assistant to the General Manager; Ronald Young, Bus Technical Trainer; and Walter Schinke, South County Advocate.

3. **PUBLIC PRESENTATIONS:**

Walter Schinke, Interested Citizen, thanked staff for accompanying him to several bus stops and the transit station in Gilroy to assess accessibility. He thanked VTA staff for coordinating with the City of San Jose on plans for a sidewalk and accessible bus stop at Great Oaks and Vineyard in San Jose which services the San Jose Veterans Clinic. Mr. Schinke requested staff continue providing reminders to drivers regarding tie downs issue. He indicated his awareness of the difficulty to fix bus stops because of property lines. He suggested drivers ensure there is room for a person to get on or off the bus when the lift is deployed.

Mark Romoser, Interested Citizen, expressed concern regarding the recent service reductions and the Outreach policy change for certain areas populated outside the new corridors noting the absence of service. He suggested VTA take paratransit corridors into account when creating fixed route service areas.

David Grant, Interested Citizen, indicated several of his students submitted an application for the Adopt-A-Stop program and never received any feedback. Customer Service was contacted and they were told staff would be in contact regarding the application. Mr. Grant noted they had not yet received a response.

Patrick Griffith, Customer Service Supervisor, took a copy of the application from Mr. Grant and he will provide a response.

4. **Minutes of September 9, 2009**

The Committee of the Whole deferred the Minutes of September 9, 2009.

5. **Chief Operating Officer**

The Committee of the Whole received an update from the Chief Operating Officer.

Staff provided a brief update on the following: Decline in ridership being experienced by VTA and partner agencies; New Prius vehicles received by Outreach; Between Car Barriers Bollards demonstration at Almaden Light Rail station; and, CTA reappointments.

The Committee of the Whole questioned if it is common for transit properties to report ridership numbers and adapt them later. **Staff** responded agencies don't typically change their numbers, but Alameda County Transit indicated they are going through some systematic changes with how they do their ridership reporting.

The Committee of the Whole questioned the amount of money VTA receives for operating the Dumbarton Express. **Staff** indicated VTA contributes \$350,000 annually for the Dumbarton operation.

The Committee of the Whole questioned why there has been no increase in the fare for the Highway 17 Express. **Staff** responded they are working with Santa Cruz Metro to develop an increase which will go into effect sometime next year.

BUSINESS REFERRED TO COMMITTEE BY THE BOARD OF DIRECTORS/GENERAL MANAGER

6. Board of Directors Report

The Committee of the Whole received the Board of Directors Report.

Christina Fernandez, Staff Aide to Ex-Officio Board Liaison Reed, provided a brief report from a visit to Washington, D.C., by Board Member Reed, Board Vice-Chairperson Liccardo, and Michael T. Burns, General Manager, to advance the regional transportation priorities. Ms. Fernandez indicated the U.S. Secretary of Transportation, Ray LaHood, and other administrators were impressed with the progress of the BART project and San Jose was highlighted as a model city for meeting federal requirements and securing funding.

7. The Committee of the Whole received the Quarterly Legislative Report.

Staff provided a brief summary of the Federal and State programs, bills, and legislation affecting transportation. Federal changes highlighted were the extension of the current federal transportation bill, Safe Accountable Flexible Efficient Transportation Equity Act - A Legacy for Users (SAFETEA - LU), and the one month extension for transportation appropriations passed by Congress. California legislature wrapped up their session with approximately 700 bills awaiting the Governor's signature. Ten of the 15 bills VTA took position on are on the Governor's desk and one has been signed.

The Committee of the Whole questioned what bill was signed. **Staff** responded AB112 which gives VTA authority to provide funds for local streets and roads.

8. The Committee of the Whole received the Pass-Up Complaints from Persons with Disabilities Report.

Staff provided a follow up to an off agenda report which indicated how operators proceed with buses being full and buses whose wheelchair spaces are already occupied. They indicated these are the only times operators are allowed to pass a stop without picking up passengers. Operators are required to stop and make contact with someone in a mobility device if there is no space available for them on the coach and Operations Control Center (OCC) must be contacted.

The Community of the Whole questioned if another bus will be provided. **Staff** responded the next regularly scheduled bus will pick up passengers but if it's the last bus, alternative transportation will be provided.

The Committee of the Whole questioned if a driver is required to stop if people are sitting at a bus stop and not standing.

Staff responded if a person is making movement, the driver must stop.

The Committee of the Whole expressed concern with comments that have been made about drivers passing up passengers because of the amount of times it takes to operate a lift, and indicated their dissatisfaction with the information staff has presented. They indicated statistics should be higher but believe passengers are not calling in and complaining.

Staff responded they are aware it happens and it is taken seriously and operators are trained and made aware that people need to have enough time to get to the bus. They indicated some of situations may be contributed to passengers trying to board training coaches which are not in service.

The Committee of the Whole questioned how many complaints a driver can receive before something happens. **Staff** responded a larger view is taken of a driver's entire record and steps for discipline are handled on an individual basis.

The Committee of the Whole questioned if passenger complaints was the only way of getting data. **Staff** indicated information can be obtained in cases where a bus is full, but the only way to get information on people being passed up because of a driver's choosing is through individuals calling in.

The Committee of the Whole questioned if operators are reprimanded for consistently failing to maintain schedules and suggested looking at adjusting timetables so drivers don't feel so rushed. **Staff** indicated there are too many constraints to penalize drivers for falling behind schedule but they are penalized for running early.

The Committee of the Whole suggested steps to rectify the issue including providing monitors on buses and sending a memo to the operators letting them know it is an issue that is being taken seriously. They requested the item be brought back to the Committee.

9. **The Committee of the Whole** received a report on the Guadalupe South Line Elevators and Escalators Retrofit Project.

Staff provided a report and information on the planned service interruptions of elevators and escalators on the light rail platforms of several stations along the Guadalupe South line. Staff indicated the retrofit project is expected to take 8-10 weeks to complete at each station. The closure of the elevators and escalators will prevent access to the station by some persons with disabilities. VTA is working with Outreach to provide alternate accessible transportation.

The Committee of the Whole expressed concern with both the elevator and escalators being shut down at the same time and questioned why one cannot remain operable while the other is being upgraded. Staff indicated this would prolong the process and be more expensive.

The Committee of the Whole requested staff look at restructuring the retrofit project indicating the inability for some trips to be planned ahead of time and the difficulty for passengers to choreograph trips with paratransit. **Staff** responded VTA has experienced this type of interruption with the retrofit project, and they worked with Outreach to develop a process and make arrangements, but indicated they will share the Committee's comments with the design team.

10. **The Committee of the Whole** received a report on the Light Rail Systems Analysis.

Staff provided an update and presentation on the Light Rail Systems Analysis, evaluating the infrastructure and operating flexibility of the existing light rail lines and proposed changes to the planned system and BART extension. Staff provided the five scenarios which are being developed to address the current and projected constraints to the system including, faster service, better rail connections, Almaden integration into system, and new service.

The Committee of the Whole questioned why Scenario E was the only one to include the light rail extension to Eastridge and questioned if funds set aside for that extension would be used to make other improvements. **Staff** responded the analysis will identify the projects and VTA will move forward with a plan based on available funding.

The Committee of the Whole favored a plan which would include the light rail to the Airport and questioned why that is not being considered. **Staff** responded the scope of the analysis is looking at the existing service to see how it can be improved.

The Committee of the Whole questioned where people with disabilities are travelling and indicated the need for policy makers to listen to people in the community while plans are being created.

11. **The Committee of the Whole** received the Transit Operations Performance Report: Preliminary Annual Report (Fiscal Year 2009) (July 1, 2008 – June 30, 2009)

Staff provided a report on the bus and light rail ridership, key performance indicators, operating expense and revenue, Outreach paratransit services, and ridership for contracted and inter-agency services. **Staff** indicated there was an overall increase in ridership numbers and revenue, and all performance goals were met.

The Committee of the Whole questioned the increase in ridership when there have been significant decreases during the last few months. **Staff** indicated ridership numbers overall were helped by a strong performance at the beginning of the year.

The Committee of the Whole questioned if gas prices affected ridership numbers. **Staff** indicated when gas reached a certain amount, it spiked ridership, but unemployment rates have had the most impact.

The Committee of the Whole questioned the impact of fare increases on ridership. **Staff** responded light rail is expected to be hit harder and the forecast for revenues is flat.

12. **The Committee of the Whole** reviewed the Committee Workplan.

The Committee of the Whole requested the Pass up Complaints, ACE Committee report, and CTA Nomination of Chair and Vice-Chairs be placed on the Workplan.

The Committee of the Whole questioned if the Farebox item would be brought back to the committee and if an invitation to view possible choices would be given.

REPORTS

13. **The Committee of the Whole** received the City of San Jose Disability Advisory Commission (DAC) Report.

Chairperson Morrow announced City of San Jose Disability Awareness Day and noted the council's proclamation of October as Disability Employment Month.

14. **The Committee of the Whole** received the Committee Staff Report.

Jim Unites, Staff Liaison, announced the retirement of CTA Vice-Chairperson, David Julian and thanked him for his years of service and dedication to the Committee.

15. **The Committee of the Whole** received the Chairperson's Report

Chairperson Morrow indicated the need to quiet the fears in the community regarding the redrawing of paratransit lines. Some paratransit users are fearful they will not get rides when needed. He requested those members who work with community service agencies to reassure their clients that they will still get where they need to go.

The Committee of the Whole suggested sending out letters to clients notifying them of the changes and providing solutions for them. Ex-Officio Member Heatley, Director of Outreach, indicated her staff has spent the last 6 months working with individual clients solving problems for those affected by the changes.

The Committee of the Whole questioned what can be done to enlarge area of service or have VTA supply more money for services. **Staff** responded revenues are declining and there is no money coming in from the State due to the budget so changes have to be made.

The Committee of the Whole requested to see customer feedback on service reductions. **Staff** indicated that information is available online.

OTHER

16. **Announcements**

There were no Announcements

19. **ADJOURNED at 2:58 p.m.**

Respectfully submitted,

Menominee L. McCarter, Board Assistant
Office of the Board Secretary



Date: October 27, 2009
 Current Meeting: November 10, 2009
 Board Meeting: N/A

BOARD MEMORANDUM

TO: Santa Clara Valley Transportation Authority
 Committee for Transit Accessibility

THROUGH: General Manager, Michael T. Burns

FROM: Chief Operating Officer, Donald A. Smith Jr.

SUBJECT: Chief Operating Officer's Monthly Report

FOR INFORMATION ONLY

BACKGROUND:

The Chief Operating Officer provides the Committee for Transit Accessibility (CTA) with an update on items of relevance to the CTA at each monthly meeting. In keeping with Chairperson Aaron Morrow's request to have agenda items in writing and in the agenda packet, we will make every effort possible to comply with his request. Since this report is timely and reflects up-to-the minute information a written report for the agenda packet may not always be available.

DISCUSSION:

Events that have occurred since the October CTA meeting:

Light Rail Fare Inspection Stings

With the assistance of two Deputies assigned from courts to transit due to court furlough closures, VTA Fare Inspectors performed three sting operations on October 21st between 8:00 am and 4:00 pm at Convention Center, San Antonio North, and Tasman stations. This resulted in 56 citations, 3 written warnings, and 1 arrest.

Highway 17 Express September Ridership

Hwy 17 Express weekday ridership declined for the fourth consecutive month, comparing data to the same months from a year ago. In September 2009, Hwy 17 Express averaged 1,020 passengers per weekday, a 7% decrease from September 2008; 522 passengers per Saturday, a 5% decrease from September 2008; and 535 passengers per Sunday, a 7% increase over September 2008. For FYTD, Hwy 17 Express is averaging 921 passengers per weekday, a 9% decrease from FYTD 09; 521 passengers per Saturday, a 6% decrease from FY09; and 519 passengers per Sunday, a 3% decrease from FY09.

Monterey-San Jose Express September Ridership

Monterey-San Jose Express ridership declined sharply for the fourth consecutive month,

comparing data to the same months from a year ago. The ridership for each of the last four months closely matches the ridership data from the same months from two years ago. In September 2009, Monterey-San Jose Express carried 2,233 passengers, averaging 74 passengers per day, a 30% decrease from September 2008. Fiscal YTD, Monterey-San Jose Express carried 6,973 passengers, also a 30% decrease from FYTD 2009.

Light Rail Shuttles September Ridership

In September 2009, the DASH Shuttle averaged 1,125 passengers per day, a 13% decrease from September 2008; the River Oaks Shuttle averaged 79 passengers per day, a 29% decrease from September 2008; and the IBM/Hitachi Shuttle averaged 101 passengers per day, a 34% decrease from September 2008.

Comparing data to the same months from a year ago, the DASH and IBM/Hitachi Shuttle ridership declined for the fourth consecutive month and the River Oaks Shuttle ridership declined for the fifth consecutive month. For the fiscal year to date, the DASH Shuttle averaged 953 passengers per day, a 13% decrease over FY09; the River Oaks Shuttle averaged 82 passengers per day, a 26% decrease over FY09; and the IBM/Hitachi Shuttle averaged 121 passengers per day, a 22% decrease over FY09.

Legislative Reports

The CTA will receive a quarterly report, in January, April, July and October, from Mr. Scott Haywood, Policy & Communications Manager. Mr. Haywood will provide the CTA with an overview of VTA's current legislative activities.

All legislative reports go to the Administration and Finance Committee and can be found on VTA's website, www.vta.org <<http://www.vta.org>>.

The link to the October Administration and Finance Committee meeting packet:

<http://www.vta.org/inside/boards/committee_standing/af/agendas_minutes/2009/10_oct/af_101509_packet.pdf>

Prepared By: Sandra Weymouth
Memo No. 2135



Date: November 4, 2009
 Current Meeting: November 10, 2009
 Board Meeting: November 10, 2009

BOARD MEMORANDUM

TO: Santa Clara Valley Transportation Authority
 Committee for Transit Accessibility

THROUGH: General Manager, Michael T. Burns

FROM: Chief Engineering & Construction Officer, Mark S. Robinson

SUBJECT: Bus Stop Improvement Program

FOR INFORMATION ONLY

BACKGROUND:

At the July 9, 2008 CTA meeting, staff provided an overview of the VTA Bus Stop Improvement Program for information. The overview included general program information, the process for selecting bus stop locations and the implementation plan for fiscal years 2008 and 2009. This memo is intended to reiterate the fundamental components of the Bus Stop Improvement Program, outline the strategy for the implementation in fiscal years 2010 and 2011 and provide the approach for obtaining public input regarding these improvements.

DISCUSSION:

General Program Information

Since 1992 VTA has maintained a continuous capital program to upgrade bus stops in Santa Clara County to ensure accessibility, provide safe operations and improve the overall passenger environment. Primarily this program enhances sidewalk access, increases passenger waiting pads, provides additional lighting at bus stops and repairs bus pavement. Particular attention is given to providing adequate sidewalk width for deployment of a lift or ramp for bus access by a person using a mobility device.

As part of the Bus Stop Improvement Program, VTA has completed numerous accessibility projects and has improved more than 500 bus stops throughout Santa Clara County at a cost that approaches \$5 million. In Fiscal Year (FY) 2008, VTA completed bus stop or access improvements at 32 locations in multiple cities. VTA is currently constructing improvements included in the FY 2009 budget. The FY 2009 program includes improvements at 19 locations that are anticipated for completion by the end of 2009. Funding for this work includes a Federal Stimulus grant (ARRA grant) in an amount of approximately \$352,000. The sites selected for improvement were based on a comprehensive list that was prioritized with previous CTA input.

In addition to these FY 2009 improvements, VTA recently completed construction for a new bus stop facility at De Anza College. Some passenger shelters have also been upgraded with activated solar lights, and Braille and raised letter signage. A separate grant was also obtained to construct bus stop improvements in the City of Gilroy at the Arroyo Circle. This project includes new concrete bus pad, concrete ADA accessible passenger loading areas, and sidewalk connections. Construction will commence at this location in early 2010.

VTA staff continues to review private development submittals within Santa Clara County for transit impacts and improvements. Staff requests that bus stop improvements be conditioned as part of development when bus stops exist or are planned at these locations. It is estimated that 20 to 30 bus stops are improved annually as part of private developments.

Overall, this work results in a very successful program of providing bus stop accessibility improvements. Of the more than 3,600 bus stops in the VTA system, over 86% are ADA accessible.

FY10 and FY11 Implementation

For FY 2010 and 2011, the VTA Board of Directors approved a Bus Stop Improvement Program budget of \$728,058 and \$527,428 respectively. The budgets are based on anticipated grants from the Federal Transit Administration (FTA) to fund 80% of the project, with the remaining 20% provided by VTA local funds.

The cost of each bus stop improvement varies depending on the work needed at each location. A typical ADA accessibility improvement at a single bus stop has a construction cost of about \$5,000 to \$6,000. A concrete pavement bus pad for one stop has a construction cost of about \$30,000. Additional project costs include design, engineering, environmental and right-of-way clearances, permitting and construction administration and inspection.

For FY 2010, improvements are proposed throughout the county with a focus in East San Jose in order to respond to the Metropolitan Transportation Commission (MTC) analysis that identified this area as a Community of Concern. This area also has the highest transit ridership in the VTA system and was identified in the East San Jose Community Based Transportation Plan. Therefore, in FY 2010, 41 bus stops along King Road and Story Road will be addressed. Work in this area will consist of installation of wheelchair curb ramps, widening and extending sidewalks, construction of new concrete bus pads, installation of benches and litter receptacles, addition of solar lights and Braille bus stop identifiers.

In addition to the improvements in East San Jose, this project will include other priority bus stops improvements. The project will be administered in two phases. Design for Phase I is currently complete with construction anticipated to start in early 2010. The design for Phase II has commenced and construction is anticipated for summer of 2010.

For Fiscal Year 2011, the current bus stop improvement priority list will be used to select the next series of proposed locations. This work will include accessibility improvements as well as sidewalk and bus pavement repairs. The cost of each accessibility improvement will vary depending on the work required at each location. However, it is estimated that approximately 30 to 40 bus stops can be completed in FY 2011.

Project List and Public Input on Locations Needing Improvements

Staff uses a list of identified sites to record and prioritize identified bus stop improvement needs. The current list includes approximately 145 sites that have been prioritized based on feedback and ridership. The stops with the highest priority are those identified from the community and VTA passengers. The next priority is for stops identified from reports that show high lift or ramp use at a particular bus stop. The final group of stops is based on ridership and locations that do not meet the ADA width requirement at the bus stop. The plan is to advance construction of the identified needs according to the priority included on the bus stop list.

In order to establish a complete and accurate list, it is important to obtain community input and CTA feedback. While construction complexity may influence the priority of certain stops, we encourage CTA members and our passengers to provide information about bus stops that need accessibility and other improvements. To assist with this effort, VTA Marketing staff is working to establish a plan to inform the community about the bus stop program and receive public input. The objective of the plan is to 1) create the awareness about the program; 2) inform the public that if they notice a bus stop that needs improvement, they should contact VTA. The outreach effort is scheduled for implementation in November 2009 and will utilize the following outreach methods:

- Information on the VTA website
- Use of GovDelivery
- News Releases
- Car cards
- Take One articles
- Mailings to Title VI (work with low income and minority community)
- Eco Pass e-Newsletter
- Youth Outreach Program messaging
- Message on the Interactive Voice Response system
- Message on the various Visual Message Boards

Prepared By: Ken Ronsse, Deputy Director
Memo No. 2280



Date: October 30, 2009
 Current Meeting: November 10, 2009
 Board Meeting: December 10, 2009

BOARD MEMORANDUM

TO: Santa Clara Valley Transportation Authority
 Committee for Transit Accessibility

THROUGH: General Manager, Michael T. Burns

FROM: Chief CMA Officer, John Ristow

SUBJECT: LR System Analysis - Cost Benefit Overview

FOR INFORMATION ONLY

BACKGROUND:

The Light Rail System Analysis focuses on making the Light Rail Transit (LRT) system as productive and efficient as possible given existing and potential travel market, and positioning the system to capture projected and latent passenger growth to the year 2035. The analysis represents the second phase of VTA's Comprehensive Operations Analysis (COA) for the transit system. A COA for the VTA bus system was completed in 2007 and provided the framework for the re-design of the bus network introduced in January 2008.

At key project milestones staff has provided updates to VTA Advisory and Standing committees. In addition to these updates, VTA staff has met with staff from affected cities providing general briefings, soliciting review and input, and addressing specific issues that surfaced. This process has been productive and has helped shape the analysis. The table below highlights key project milestones leading up to the anticipated completion date in December 2009.

Project Schedule

Milestone	Date
Operating, Capital and Marketing Analysis	Sept. 2008 - Feb. 2009
Identify Future Scenarios for Further Analysis - Presentation to Committees	March - April 2009
Initial Findings - Presentation to Committees	May 2009
Operational Assessment and Refinement of Scenarios	June - September 2009
Alternatives Analysis - Presentation to Committees	October 2009
Recommendations - Presentation to Committees	November 2009
Final Adoption - VTA Board	December 2009

DISCUSSION:

The first task of the study identified existing LRT system capital and operational constraints combined with a market analysis targeted towards the unmet market potential of both existing and extended networks. Based on the findings from Task 1, the project team developed 11 preliminary scenarios for the LRT system consisting of packages of operational changes, capital investments, responses to markets, and responses to external projects or occurrences. These potential system enhancements were analyzed and refined through a series of operational simulation and ridership projection models. The technical assessment showed that some potential system enhancements had little or no impact on travel speeds and ridership. The remaining components were integrated into five scenarios. The project team is currently in the process of developing cost estimates and performing a cost/benefit analysis for each of the five scenarios. At the November meeting VTA staff will present the results from this task for input and discussion.

The final product of the Light Rail System Analysis will be an investment program for the Light Rail System intended to identify needed improvements for the system over the next 20 years. This investment program will then serve as a guide for funding and capital improvements to realize the potential of the system.

Prepared By: Andrew Ittigson
Memo No. 1981



Date: October 20, 2009
Current Meeting: November 10, 2009
Board Meeting: N/A

BOARD MEMORANDUM

TO: Santa Clara Valley Transportation Authority
Committee for Transit Accessibility

THROUGH: General Manager, Michael T. Burns

FROM: Chief Operating Officer, Donald A. Smith Jr.

SUBJECT: Work Plan Update

FOR INFORMATION ONLY

BACKGROUND:

At its meeting of September 12, 2007, the CTA requested that the work plan be a standing item on the agenda. In January 2009, the work plan was streamlined to an at-a-glance format to provide a quick view of agenda items for the calendar year. All dates and items are subject to change.

DISCUSSION:

A report regarding Bus Pass-Up Complaints by Persons with Disabilities is scheduled for the December 2009 agenda.

Prepared By: David Ledwitz
Memo No. 2252

October 20, 2009

2009 Committee for Transit Accessibility Work Plan**January 7, 2009**

1. UPLIFT Program Overview
2. Report of Nominating Committee
3. Election of Chairperson
4. Election of Vice-Chairperson
5. Election of Second Vice-Chairperson
6. Mobility Options Travel Training Report
7. Information on 2009 Annual Transit Service Plan
8. Advisory Committee Enhancement Status Report
9. Report from CTA Advisory Committee Enhancement Subcommittee

February 11, 2009

1. Annunciation System Report
2. Advisory Committee Enhancement Status Report
3. Report from CTA Advisory Committee Enhancement Subcommittee

March 11, 2009

1. VTA Security Program Overview
2. 2nd Quarter Transit Operations Performance Report
3. Advisory Committee Enhancement Status Report
4. Report from CTA Advisory Committee Enhancement Subcommittee

April 8, 2009

1. Select Section 5310 Project Local Review Committee
2. Advisory Committee Enhancement Status Report
3. Farebox Project Status Update
4. Report from CTA Advisory Committee Enhancement Subcommittee
5. Revised Mission Statement

May 13, 2009

1. FY2010 & FY2011 Budget Review
2. Advisory Committee Enhancement Status Report
3. Report from CTA Advisory Committee Enhancement Subcommittee
4. Light Rail System Analysis
5. Bus Procurement Information/QPod Securement System Review

June 10, 2009

CANCELLED

October 20, 2009

July 8, 2009

1. Mobility Options “Workshop”
2. Advisory Committee Enhancement Status Report
3. Report from CTA Advisory Committee Enhancement Subcommittee

August 12, 2009

1. Report on Recommended Section 5310 Projects
2. Milpitas Community Based Transportation Plan
3. Light Rail Between Car Barriers
4. Legislative Report
5. Advisory Committee Enhancement Status Report
6. Review Transit Service Reduction Plan

September 9, 2009

1. Advanced Farebox System Deployment
2. Ridership Information on Seniors and Persons with Disabilities

October 7, 2009

1. Preliminary Annual Transit Operations Performance Report
2. Legislative Report
3. Elevator and Escalator Retrofit Information
4. Bus Pass-Up Complaints by Persons with Disabilities
5. Light Rail System Analysis

November 10, 2009

1. Select the Nominating Committee for Committee Officer Elections
2. Bus Stop Improvement Program
3. Light Rail System Analysis

December 10, 2009

1. Elect Committee Officers
2. Bus Pass-Up Complaints by Persons with Disabilities

Regular Monthly Reports

1. Chief Operating Officer Monthly Report
2. Committee Work Plan
3. Committee Motion Tracking Report
4. City of San Jose Disability Advisory Commission Report
5. Board of Directors Report
6. Committee Staff Report
7. Chairperson's Report

October 20, 2009

Future Items

1. General Manager's Report
2. Transit Shelter Advertising Program
3. Real Time Transit Information
4. Ticket Vending Machines
5. Fixed Route Accessibility Improvements
6. Coach Operator Training on Accessibility
7. Paratransit Program
8. BPAC Presentation
9. VTA Website Improvements
10. Disaster Preparedness Drill info
11. Mobility Options Travel Training

All dates and items subject to change. Effective: October 20, 2009